



## Cromarty and District Community Council Frequently Asked Questions as at 8 Apr 20

The Cromarty and District Community Council hope that this leaflet will help to answer a lot of your questions. If you're still unsure and want to speak to someone, please contact us!

### **Key Points of Contact (Cromarty)**

#### **Cromarty & District Community Council (C&DCC)**

Peter Ratcliffe 07543388073  
[cromartydistrictcc@gmail.com](mailto:cromartydistrictcc@gmail.com)

#### **Cromarty Care Project (CCP)**

Jill Stoner 07850889014  
[jillstoner@hotmail.co.uk](mailto:jillstoner@hotmail.co.uk)

### **Key Points of Contact (Highland Council)**

#### **How do I ask for help with food deliveries as a shielded person?**

If you have received a Shielding letter, you should request food deliveries using the details provided in the letter.

If you are on the Shielding List and cannot wait until your planned delivery or have other urgent needs, please contact the

#### **HELPLINE FOR SHIELDING LIST 01349 886669**

#### **How do I ask for help with groceries if I am not a shielded person?**

If you are not on the Shielding List but you do not have the money or support to get food, you can request a food delivery. Those in greatest need will be prioritised. Please contact the

#### **COVID 19 HELPLINE 0300 3031362**

## Medical

### What do I do if I need a prescription?

#### **Cromarty Medical Practice (01381 600224)**

Prescriptions can be requested:

1. online at [www.cromartymedicalpractice.co.uk/](http://www.cromartymedicalpractice.co.uk/)
2. by phone for the duration of the COVID 19 outbreak.

### Where can I have a prescription delivered?

**Please opt for home delivery to reduce visits to the surgery.**

#### **Boots Pharmacy Fortrose (01381 621524)**

Prescriptions can be delivered to the surgery daily or can be delivered to your home every Tuesday.

#### **Conon Bridge Pharmacy (01349 866694)**

Prescriptions can be delivered to your home daily.

If prescriptions are delivered to the surgery, you can:

1. collect them from the door (instructions are posted on the door)
2. send someone in your place but you must inform the surgery who will be collecting the prescription.

### What do I do if I need an appointment for non COVID 19 related concerns?

Telephone appointments with the GP are being offered for non COVID 19 related concerns.

If your concern cannot be resolved during the telephone appointment, then the GP may ask you to come to the surgery.

### How do I clean if someone in my house is self-isolating?

1. Wear disposable gloves and apron (bin bags work!). Wear eye protection and a mask if the room is heavily contaminated.
2. Using disposable cloths, first clean with warm soapy water, then your normal household disinfectant. Remember light switches, door handles and grab-rails in particular.
3. Remove apron and gloves, wash your hands, then remove eye protection and mask before washing your hands again.
4. Double-bag all cloths and personal protection, store securely for 72 hours, then throw away in the regular rubbish.

## Health

### What do I do if I am a carer and I need to self isolate?

#### You care for a vulnerable person and you need to self-isolate.

Does the person need help with shopping or getting medication?

1. Can you ask someone within the community to deliver food, meals or medication?
2. If not, contact Cromarty Stores (01381 600550 ) for support with food delivery.

Things to do now:

1. Set up some sort of messaging system so you can stay in contact with the person.
2. Make sure they know who might be coming to support them if you have to self-isolate.
3. Give them the contact details of the nominated person.
4. Ask for a referral form for <https://morningcall.org.uk/>.

**Nadine Morrison** 07514494053  
[nadine.morrison@morningcall.org.uk](mailto:nadine.morrison@morningcall.org.uk)

Does the person need personal care such as washing or dressing?

1. Phone the One Stop Social Care Helpline on 01349 860 460 as a matter of urgency to request support.
2. There is no need to contact the GP.

Are you an unpaid or informal carer?  
Have you contacted Connecting Carers?

<https://connectingcarers.org.uk/>  
01463 723560

  
Connecting Carers  
A leader in the care sector in England

CARER CENTRE: 01463 723575 CARER SUPPORT LINE: 01463 723560 MON - FRI 10.00 AM - 4.00 PM  
HOME SERVICES FOR CARERS MAKE A REFERRAL NEWS & EVENTS ABOUT US GET INVOLVED CONTACT US



### Where can I find advice as a parent, carer or young person?

The 'Just Ask' phone line (07785 477 686) is open on Tuesdays and Thursdays from 1pm to 4pm.

Staff usually available are Dietitians, Occupational Therapists, Physiotherapists, Speech & Language Therapists, Educational Psychologists, Pre-school Home Visiting Teachers and Primary Mental Health Workers.

## Well Being

### How can I exercise and stick to the rules?

You can take one form of exercise a day – for example, a run, walk or cycle – alone or with members of your immediate household. If you have dogs to walk, the two activities should be combined. You should not travel to other areas to exercise.

If you'd like to exercise at home, consider

Joe Wick the Body Coach on Youtube

<https://www.youtube.com/user/thebodycoach1>

Diane Moran the Green Goddess

<https://getready4anyage.com/>

### Where can I find free Mental Health Apps (for IOS/ Android Phones)?

**Primary** – Flowy/ Chill Panda

**Secondary** – Mindshift/ Smiling Mind/ Well Mind/ In Hand/ Cove

**All** – Safe Hands

**Those in need** – Calm Harm/ Suicide Safety Plan

## Groceries

### Deliveries will help reduce visits to the shops

#### How can I organise deliveries from Cromarty Stores?

Groceries can be delivered daily by volunteers. You can

1. email your order to [info@cromartystores.co.uk](mailto:info@cromartystores.co.uk)
2. phone 01381 600550 from Monday to Friday between 10am-1pm.

**Or Cromarty Bakery?** All items can be delivered daily within Cromarty. You can phone 01381 600388 for next day delivery.

Items can be delivered daily outwith Cromarty. The bakery will pass your order to Cromarty Stores for delivery by volunteers. You do not need to have an order with Cromarty Stores to use the bakery delivery service.

**Or The Cheese House?** Cheese and groceries can be delivered daily. You can phone 01381 600724 to place your order.

**Take Aways** Take aways are also available from

Sutors Creek                      01381 600855 (delivery and takeaway)

The Royal Hotel                    01381 600217 (takeaway)

The Cromarty Arms                01381 600230 (takeaway)

## **Finance – Where can I get short-term help?** ***All Calls in Absolute Confidence***

**Filling the Gap Project** If you have had a disruption to your income, you can apply for £20 per person per household per week for food, baby essentials and cleaning products.

You can apply at [info@cromartycareproject.co.uk](mailto:info@cromartycareproject.co.uk). There is no means test and you will receive a credit note for Cromarty Stores.

**Crisis Grants** You can apply for a Crisis Grant for food, nappies and toiletries to avoid risk to you or the health of your family.

You can apply by phone (0800 083 1887) or online at [www.highland.gov.uk/welfare-fund](http://www.highland.gov.uk/welfare-fund).

**Highland Food Bank** If you have been affected by issues such as benefits delays and are in crisis, you can request short-term support from the Food Bank via [cromartydistrictcc@gmail.com](mailto:cromartydistrictcc@gmail.com).

**MFR** If you are a family with young children and in crisis, you can request support with food and electricity costs from MFR via the Youth Café.

## **Council Services**

### **What should households who are self-isolating, do with their rubbish?**

**Green bins** - Ensure all waste items that have been in contact with the individual, for example, used tissues and disposable cleaning cloths, are disposed of securely within disposable bags.

When full, the plastic bag should then be placed in a second bin bag and tied. These bags should be stored for 72 hours\* before being put out for collection.

Other household waste can be disposed of as normal. If your refuse bin is full, please store excess bags safely in a shed or garage until your next collection.

**What about blue bins?** Use as normal, less items that have been in contact with an individual who is self-isolating.

### **Can the collection crew pull out my bin from my garden if I am self-isolating?**

The refuse collection crews are unable to pull out bins from gardens for households that are self-isolating.

**There will be no bulky uplift or brown bin collections.**

\* Why 72 hours? The virus is less likely to survive after 72 hours.